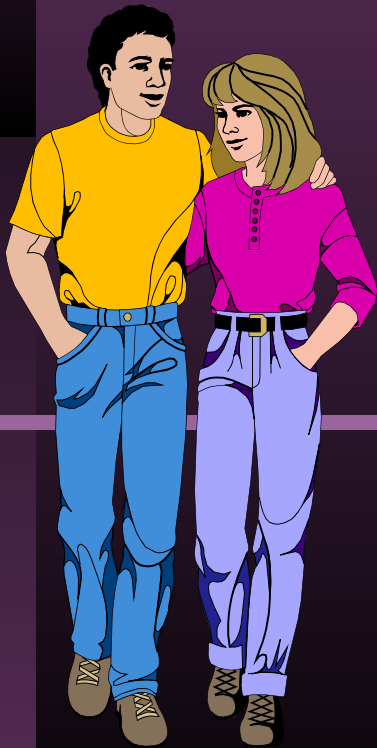


COMMUNICATION



THREE BASIC TYPES OF COMMUNICATION



Three Basic Types of Communication:

★ **PASSIVE**

★ **AGGRESSIVE**

★ **ASSERTIVE**



THE PASSIVE COMMUNICATOR:



- ★ **IS NON-CONFRONTATIONAL**
- ★ **DOESN'T EXPRESS TRUE FEELINGS-
KEEPS TRUE FEELINGS HIDDEN**
- ★ **USUALLY WANTS TO AVOID CONFLICT**
- ★ **FEELS MANIPULATED, USED,
FRUSTRATED**
- ★ **REMAINS SILENT AND HOPES
CONFLICT WILL DISAPPEAR**

BODY LANGUAGE

NON VERBAL COMMUNICATION FOR THE PASSIVE COMMUNICATOR:

- ★ SLOW, HESITANT SPEECH
- ★ DOWNCAST EYES
- ★ STOOPED POSTURE
- ★ LOOKING AWAY
- ★ SWAYING FROM SIDE TO SIDE
- ★ FROWNING



**THE PASSIVE COMMUNICATOR
OFTEN FEELS FRUSTRATED OR
MANIPULATED**

**OCCASIONALLY THESE
FEELINGS
LEAD
TO:**



“A BLOW-UP”

AN

**EXPLOSIVE
OUTBURST
OF
ANGER**



THE AGGRESSIVE COMMUNICATOR:



- ★ IS THE OPPOSITE OF THE PASSIVE COMMUNICATOR
- ★ **EXPRESSES SELF IN ANGER**
- ★ LOUD, ANGRY VOICE--VERY FORCEFUL
- ★ DOESN'T LISTEN TO THE OTHER PERSON'S POINT OF VIEW
- ★ PUSHY- "MY WAY IS THE BEST WAY"

THE AGGRESSIVE COMMUNICATOR:

- **DOESN'T LISTEN TO THE OTHER PERSON'S POINT OF VIEW**
- **IS COMBATIVE--- OPENLY VOICES FEELINGS AND TRIES TO CONTROL THE SITUATION THROUGH INTIMIDATION AND FORCE**

BODY LANGUAGE OF THE AGGRESSIVE COMMUNICATOR:

- ★ **RED FACE**
- ★ **SWAGGERING**
- ★ **FIST-LIKE GESTURES**
- ★ **DEFENSIVE BODY STANCE**
- ★ **FLASHING EYES/ GLARING EYES**
- ★ **SOMETIMES NO EYE CONTACT**



**THE AGGRESSIVE
COMMUNICATOR
OFTEN HURTS
OTHER PEOPLES
FEELINGS**

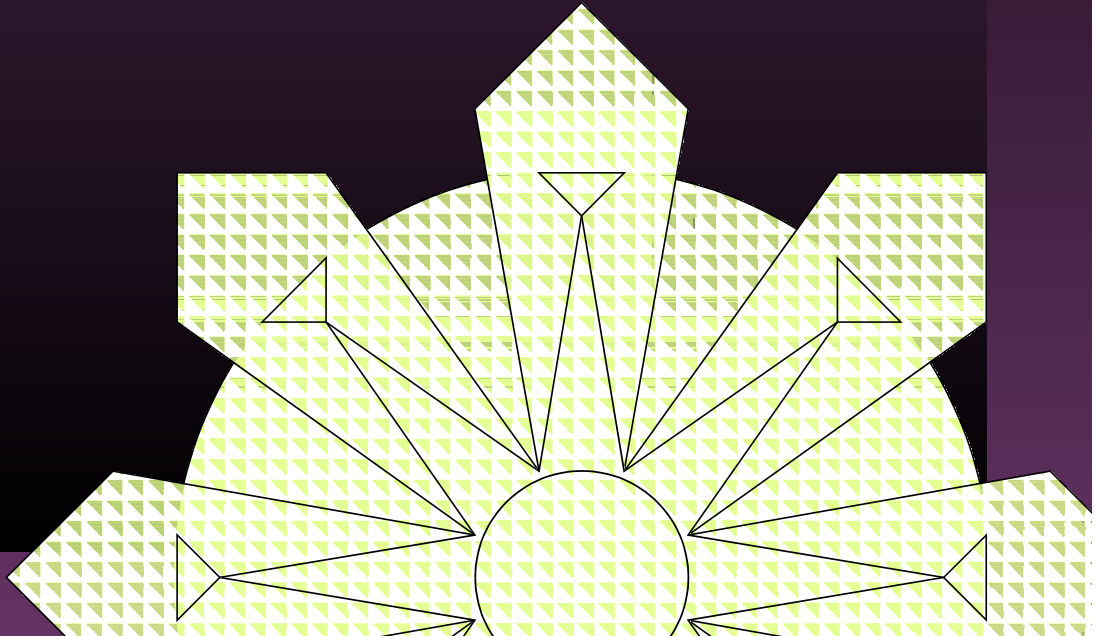
AGGRESSIVE COMMUNICATION

**CAN
DESTROY
RELATIONSHIPS**



**THERE IS A WAY TO
COMMUNICATE
TRUE FEELINGS
WITHOUT
CAUSING
ANGER,
DEFENSIVENESS,
AND HURT FEELINGS**

ASSERTIVE COMMUNICATION



THE ASSERTIVE COMMUNICATOR:



- ★ EXPRESSES TRUE FEELINGS IN A MATTER-OF-FACT, NONCOMBATIVE WAY
- ★ COMMUNICATES HONESTLY AND DIRECTLY
- ★ STANDS UP FOR SELF WITHOUT DENYING THE RIGHTS OF OTHERS
- ★ IS WILLING TO COMPROMISE

★ **AN ASSERTIVE COMMUNICATOR IS:**

★ **CALM**

★ **DIRECT**

★ **NON-CONFRONTATIONAL**

★ **WILLING TO LISTEN AND
COMPROMISE**

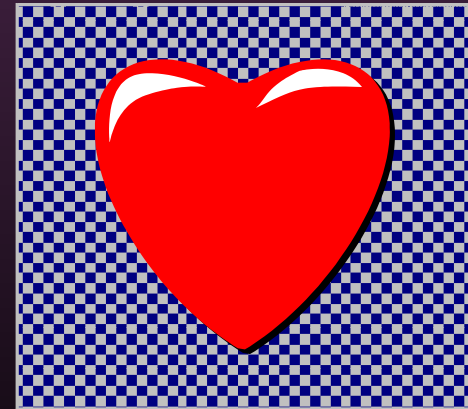
BODY LANGUAGE

NON-VERBAL ASSERTIVE COMMUNICATION

- ★ **STEADY, DIRECT EYE CONTACT**
- ★ **CONFIDENT**
- ★ **SMILE**
- ★ **RELAXED BODY STANCE**
- ★ **EVEN-TEMPER**



**AN ASSERTIVE
COMMUNICATOR
BUILDS
FEELINGS
OF
WORTH
IN
SELF
AND
OTHERS**



**AN ASSERTIVE
COMMUNICATOR
BUILDS
FEELINGS
OF EQUALITY
IN
RELATIONSHIPS**



**ASSERTIVE
COMMUNICATION
OPENS UP
DIALOGUE,
DISCUSSION,
CREATIVITY**



REMEMBER...



PASSIVE

AGGRESSIVE

ASSERTIVE

COMMUNICATION

CHOOSE ASSERTIVE COMMUNICATION



ASSERTIVE COMMUNICATION



- ★ Expresses true feelings
- ★ Communicates honestly and directly
- ★ Stands up for self without denying the rights of others.





